Figure 1

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104

Server

Network
102

108

Client

110

Client

112

Client

106 — Storage

100

Figure 2

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the Internet With an Expert
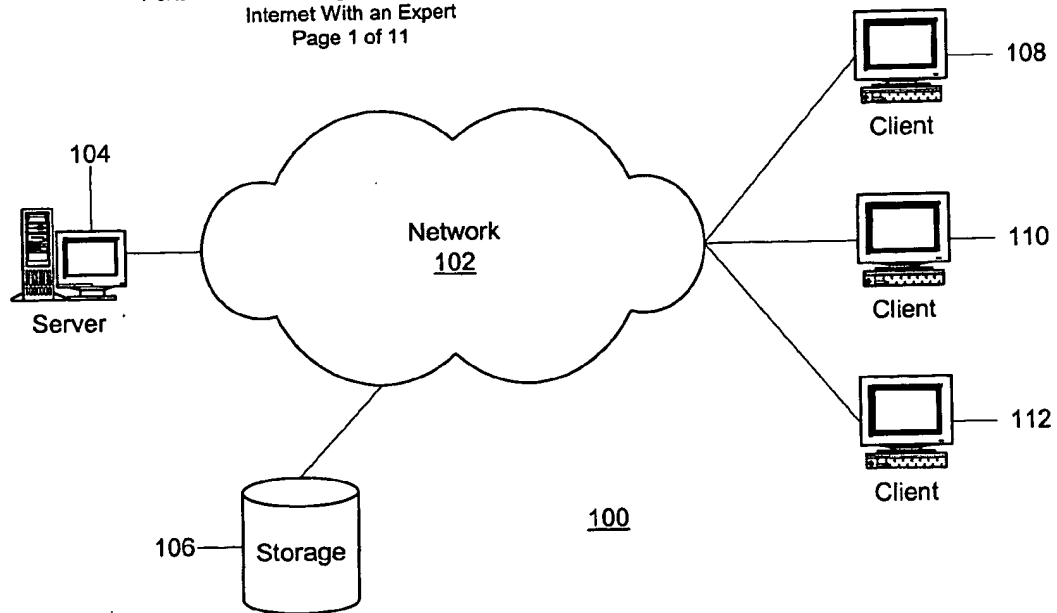Page 2 of 11

Figure 3

Figure 4
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Graphical User Interface
402

| Menus 404 | Preferences 408 | Navigation 406 |

Graphical Display
418

| Layout 420 | Rendering 422 | Window Management 424 |

Language Interpretation
412

| HTML 414 | Javascript 416 |

Communications
410

Figure 5

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WEB
SERVER
504

WEB
SERVER
506

Network
502

EXPERT
WEB
SERVER
512

LIVE
EXPERT
516

CLIENT
508

BROWSER
510

EXPERT
WEB
SERVER
514

LIVE
EXPERT
518

LIVE
EXPERT
520

Figure 6

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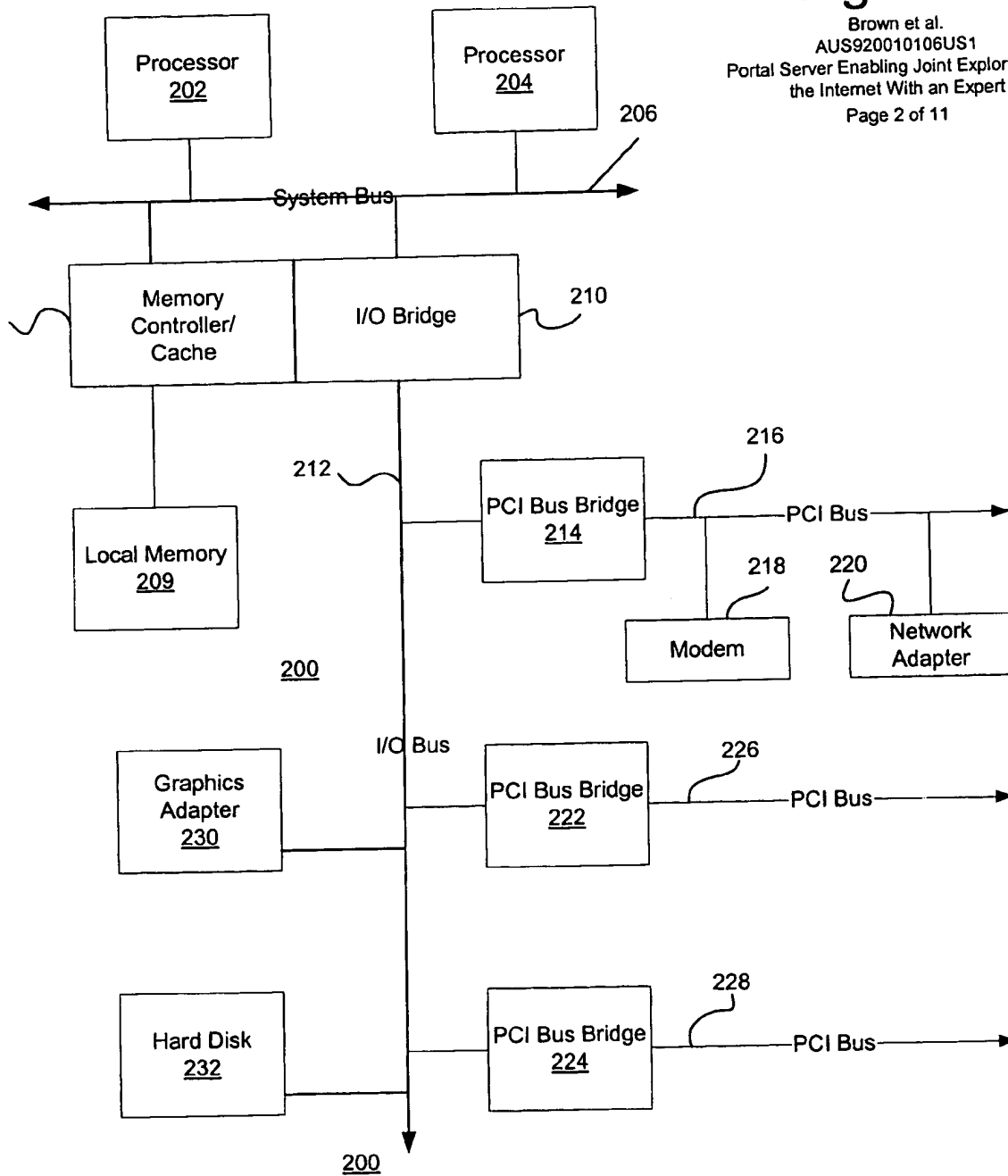Internet With an Expert
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```
                    ┌──────────┐
                    │   Start  │
                    └──────────┘
                         │
                         ▼
              ┌────────────────────┐
              │   Expert web       │
              │ server receives    │
              │   assistance       │
              │   request for      │◄──────────┐
              │   information      │           │
              │   from client      │           │
              │       602          │           │
              └────────────────────┘           │
                         │                      │
                         ▼                      │
              ┌────────────────────┐           │
              │   Expert web       │           │
              │ server receives    │           │
              │   input from       │           │
              │ expert to find     │           │
              │   requested        │           │
              │ information for    │           │
              │     client         │       Yes │
              │       604          │           │
              └────────────────────┘           │
                         │                      │
                         ▼                      │
              ┌────────────────────┐           │
              │   Expert web       │           │
              │     server         │           │
              │   transmits        │           │
              │ information to     │           │
              │     client         │           │
              │       606          │           │
              └────────────────────┘           │
                         │                      │
                         ▼                      │
                    ╱         ╲                 │
                  ╱  Client     ╲               │
                ╱   requesting    ╲             │
               ╱   additional      ╲────────────┘
                ╲ information from ╱
                  ╲ expert server?╱
                    ╲   608     ╱
                         │
                       No │
                         ▼
                    ┌──────────┐
                    │   End    │
                    └──────────┘
```
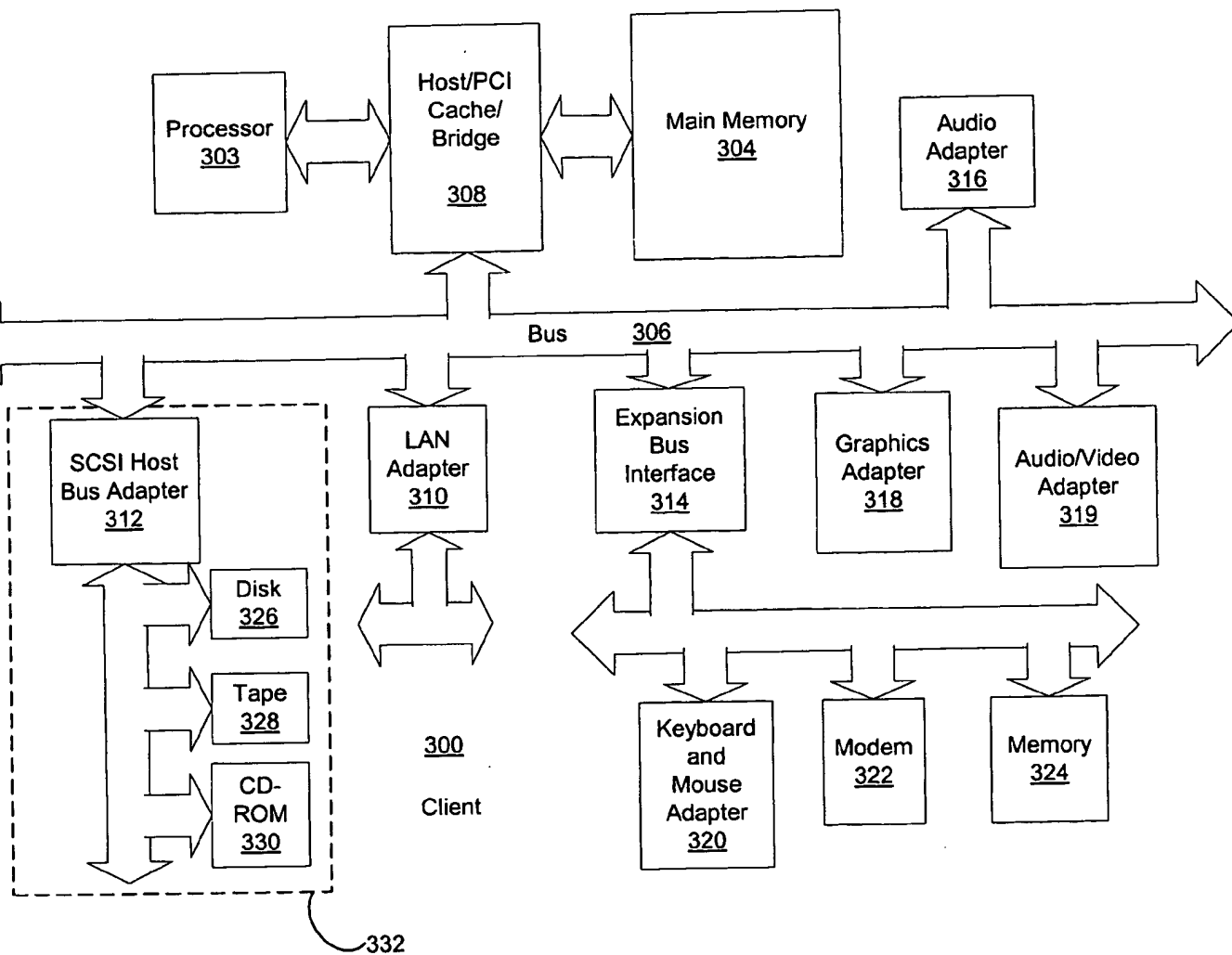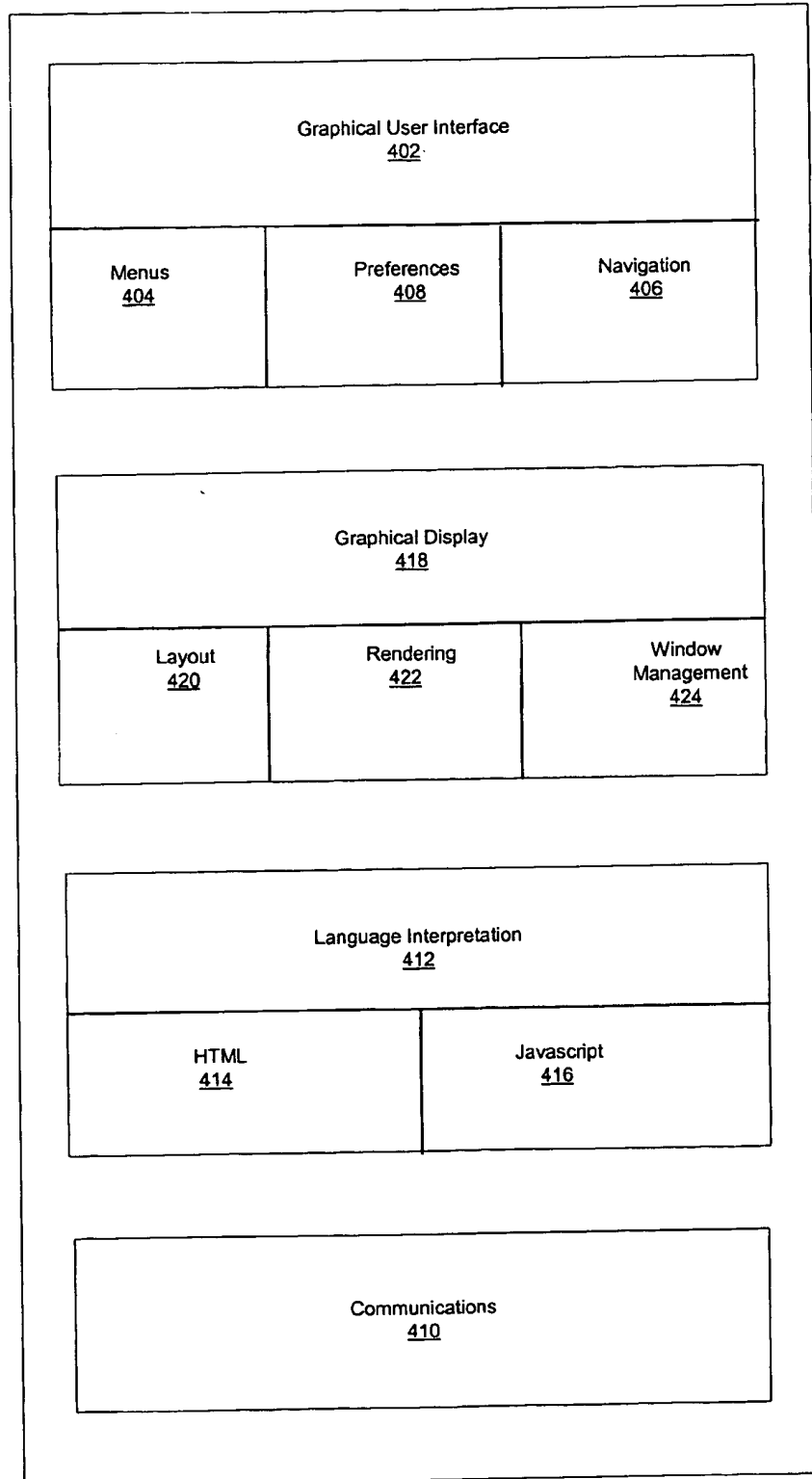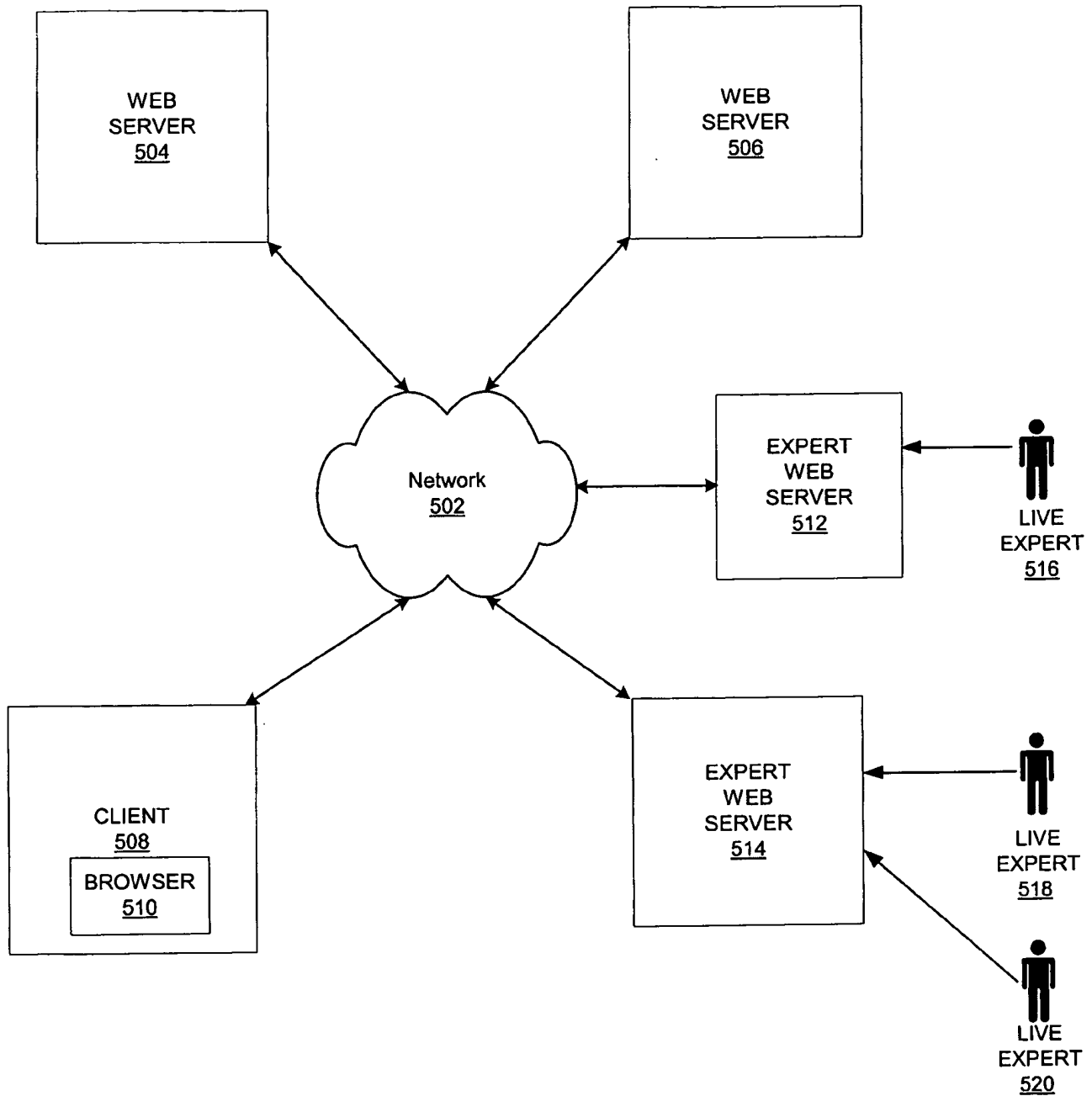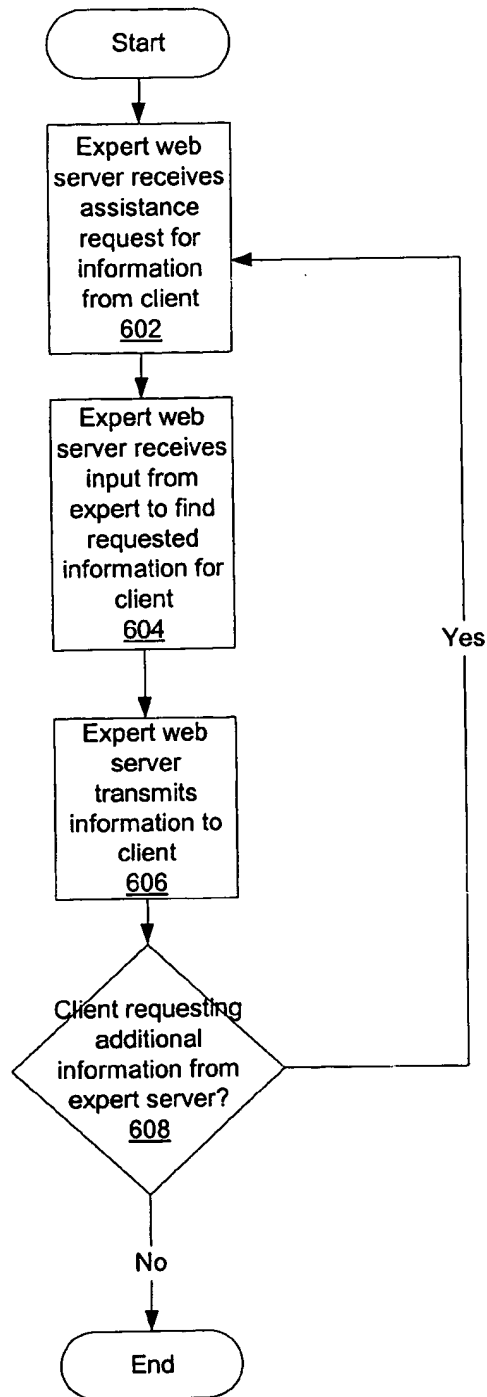
Figure 7

Brown et al.
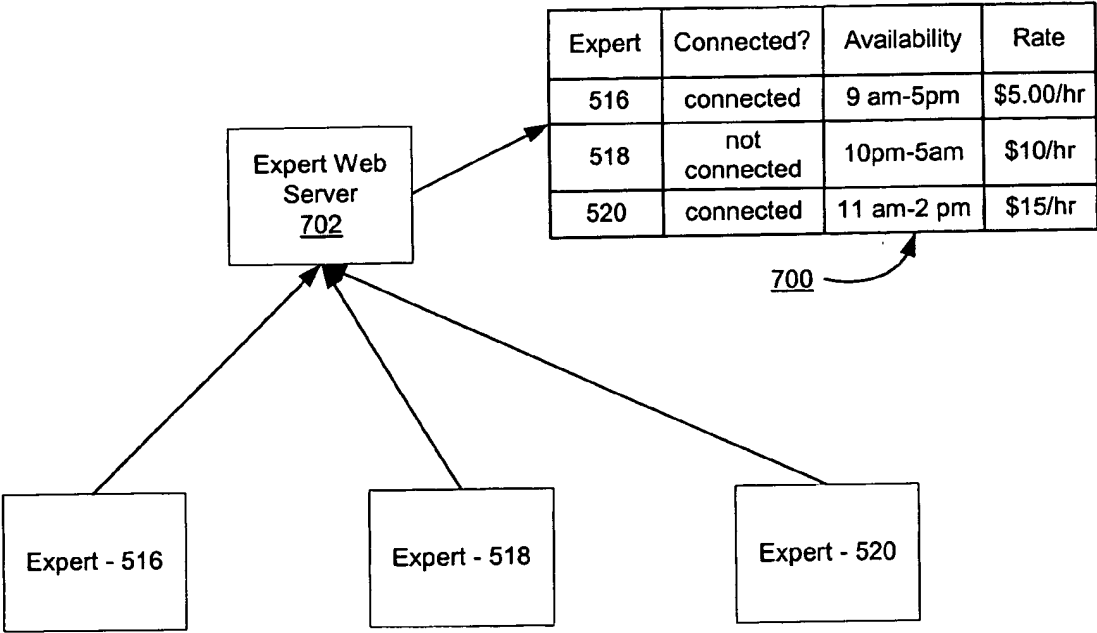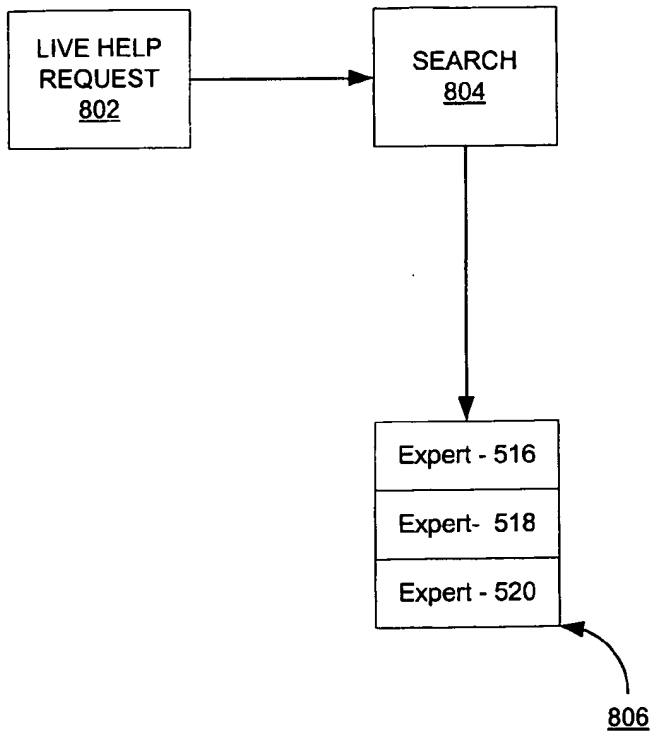AUS920010106US1
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Expert	Connected?	Availability	Rate
516	connected	9 am-5pm	$5.00/hr
518	not connected	10pm-5am	$10/hr
520	connected	11 am-2 pm	$15/hr

700

Expert Web Server
702

Expert - 516

Expert - 518

Expert - 520

Figure 8A

```
┌──────────────┐          ┌──────────────┐
│  LIVE HELP   │          │              │
│  REQUEST     │─────────▶│   SEARCH     │
│   802        │          │    804       │
└──────────────┘          └──────────────┘
                                 │
                                 │
                                 ▼
                          ┌──────────────┐
                          │ Expert - 516 │
                          ├──────────────┤
                          │ Expert- 518  │
                          ├──────────────┤
                          │ Expert - 520 │
                          └──────────────┘
                                      806
```

Figure 8B

```
┌──────────────┐       ┌──────────────────┐
│  LIVE HELP   │       │  Expert web      │
│  REQUEST     │──────▶│  server - 512    │
│   802        │       ├──────────────────┤       ┌──────────────┐
└──────────────┘       │  Expert web      │       │ Expert - 518 │
                       │  server - 514    │──────▶ ├──────────────┤
                       ├──────────────────┤       │ Expert - 520 │
                       │       •          │       └──────────────┘
                       │       •          │                   810
                       │       •          │
                       ├──────────────────┤
                       │  Expert web      │
                       │  server - n      │
                       └──────────────────┘
                                    808
```

Figure 9

906　　　908　　　910　　　912

| FILE | EDIT | SEARCH | LIVE HELP |

EXPERT WEB SERVER - 512

EXPERT WEB SERVER - 514 → Expert - 518

Expert - 520

HTML PAGE 902

INSTANT MESSAGING WINDOW 904

EXPERT WEB SERVER - n

900

WEB SERVER - 1004

WEB PAGE - 1006

Network
1002

EXPERT SERVER - 1016

WEB
PAGE
1006

EXPERT,
PLEASE
TAKE ME TO
AN
ELECTRONIC
MEMORY
CHIP BUYING
SITE
1022

1026

CLIENT BROWSER - 1008

WEB PAGE
1006

HYPERLINK
1014

HERE WE GO
TO WEB
SITE. YOU
CAN SEE IT
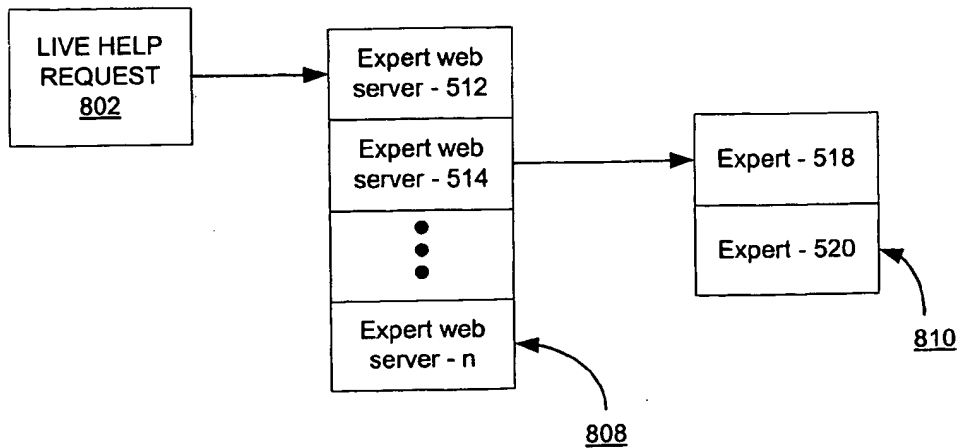ON YOUR
SCREEN
1024

1028

EXPERT BROWSER - 1010

Figure 10

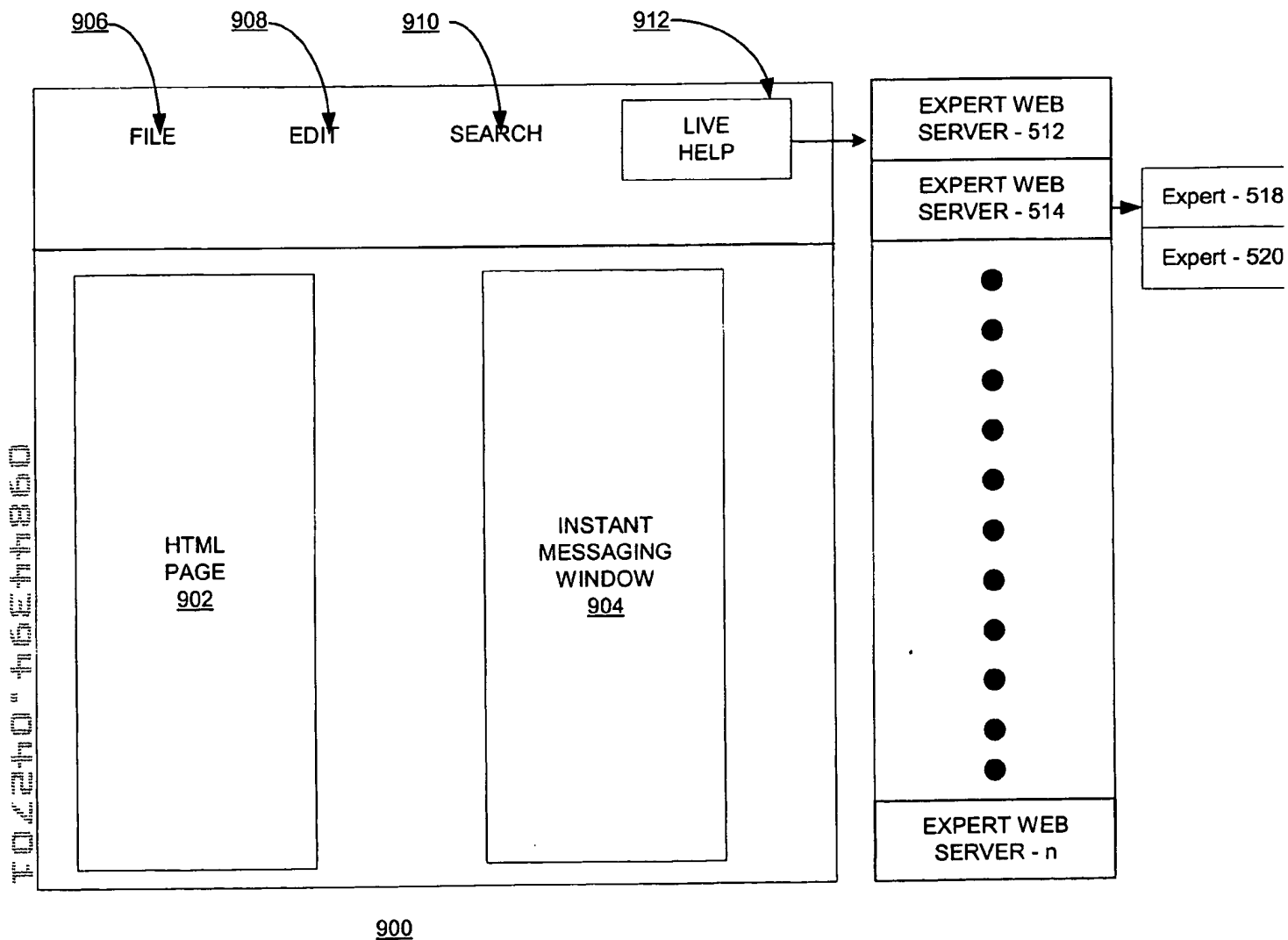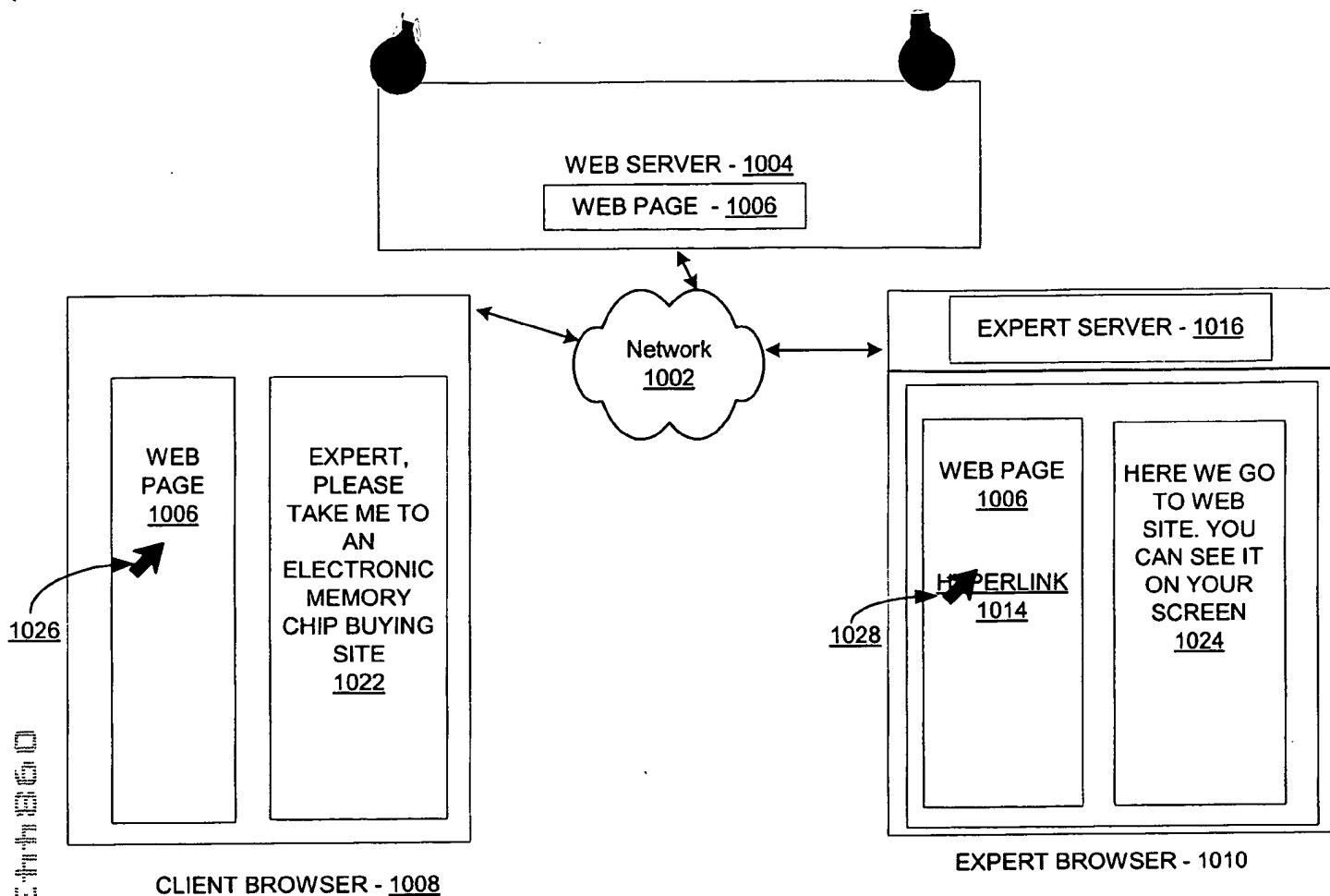# Figure 11

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Start

User registered to access online help system? 1101

No →

Receive request to register for online expert help system from a client machine 1102

Prompt user for registration information 1104

Receive user registration information 1106

Yes

Receive request for online expert help 1108

Display expert help system graphical user interface 1110

Determine area in which user needs expert help 1112

Does this area of expert help exist in system 1114

No →

Yes

Connect user with available expert in this area 1120

Display message indicating that expert help is not available for this request 1116

Prompt expert to send an electronic message to user asking for particular type of help needed 1122

Another area of expert help requested? 1118

Yes

(A)

No

End

Receive, from the expert, an address to a web site containing relevant user requested information 1124

Request for access to web site received from server of expert? 1126

Yes

Display web site on server of expert and user client 1128

No

Request for web site received from user client 1130

Yes

No

Calculate user fee for employment of expert 1132

Display fee calculation to user 1134

(A)

090961 7064460